

Addendum 1

TELEPHONE OPERATOR RESPONSIBILITIES: 30%

- Assists with the operations of the Telephone System switchboard which comprises 34 city trunk lines and over 452 extensions.
- Places and maintains records of all outgoing long distance international calls.
- Must exercise good judgment and maintain correct knowledge of organizational and staffing structures of the Mission in order to direct incoming phone calls effectively and efficiently.

RECEPTIONIST DUTIES: 30%

- Receives visitors for all agencies within the Embassy, determines the nature of their visit and the office or person they wish to see, and calls the appropriate office or person to announce the visitor.
- Responds to visitor requests for information and provides guidance on specific programs, and services when appropriate.
- Receives special delivery items, official bills, registered mail, and other correspondence delivered to the Embassy by local messengers; signs for and keeps a record of all registered items, and notifies mailroom to pick up and make distribution.
- Verifies appointment and directs authorized visitors to appropriate offices.
- Reports any unusual or suspicious activities surrounding the reception area, incoming visitors, and/or incoming telephone calls, to proper security officials.

HELP DESK: 30%

Switchboard/Receptionist Personnel are responsible for all Tier One Technical Help Desk Support for the Mission. Computer users having problems accessing or using their computer systems contact a central help desk number that is managed by the Switchboard/Receptionist Personnel. Personnel is responsible for identifying the problem, providing simple hardware and software support, opening service tickets to track work orders, and escalate as necessary service tickets to the Information Service Center (ISC) for resolution.

- Professionalism: the incumbent performs Tier One Help Desk support, while maintaining an exceptional level of customer service.
- Knowledge: basic troubleshooting knowledge and techniques. The Switchboard/Receptionist Personnel receive calls from all agencies within the Embassy, determines the nature of their computer problem and determines the best course of action to resolve the problem. Switchboard/Receptionist Personnel open service tickets to track, monitor and complete customer requests for problems with the computer systems.
- Tact and Diplomacy: responds to user's requests for computer related assistance and information, while providing basic guidance for resolving simple problems in a polite and professional manner.

ADMINISTRATIVE SUPPORT DUTIES: 10%

- Maintains a log and controls Diplomatic Notes numbers for drafting offices when required.
- Makes hotel reservations and transportation arrangements for IRM TDY visitors to Post.
- Prepares Time and Attendance Reports for the entire IRM section.
- Serves as the switchboard/reception supply and work order clerk, preparing and submitting unit work orders.

MISCELLANEOUS:

The incumbent of this position must be completely bilingual in order to assist callers and visitors in either Spanish or English and also must be able to translate request or information from one language to the other.

This employee must also be polite, tactful, patient and have a consistently pleasant disposition in order to deal effectively with the myriad visitors and callers to the Mission.

This person must have a flexible personal schedule to accommodate holiday work, overtime and unusual work schedules.